

City of St. Marys Utility Department

Utility Adjustment Request Form:

CUSTOMER INFORMATION

Customer Name: _____
Last *First* *M.I.*

Service Address: _____ Today's Date : _____

Daytime Phone #: _____

ADJUSTMENT INFORMATION

Explanation for Adjustment Request:

ALL ADJUSTMENTS ARE SUBJECT TO APPROVAL AND MAY TAKE UP TO TWO WEEKS BEFORE THEY ARE COMPLETED. PLEASE CHECK YOUR ACCOUNT BALANCE TO VERIFY THAT YOU DID RECEIVE AN ADJUSTMENT. IF YOU HAVE ANY QUESTIONS, PLEASE CALL 912-510-4000 (1).

If you purchased items to repair a leak, please attach a copy of the register receipt. Once you have provided all information pertaining to your request, you may return this form by fax @ 912-882-5506, email to lorie.wright@ci.st-marys.ga.us, or returning it to our office located at City of St. Marys, City Hall.

OFFICE USE ONLY

DATE RECEIVED: _____ Date: _____



**CITY OF ST MARYS
WATER DEPARTMENT
418 OSBORNE STREET, ST MARYS, GA 31558
912-510-4000 (1) phone 912-882-5506 fax
AFTER-HOURS EMERGENCY NUMBER 912-729-1442**

If you had a water leak at your residence or recent repairs done that would have effected your water consumption, you may submit documentation of such to the Water Department Supervisor for a possible sewer credit. Please allow 10 (TEN) business days for your request to be processed. No credit will be given for toilet leak (s) or for filling a swimming pool. Should you have any questions or concerns regarding this matter, please call 510-4000 (1).

Sec. 98-10. Complaints, adjustments.

If the consumer believes his/her bill to be in error, he/she shall present his/her claim, in person, at the city hall water department, before the bill becomes delinquent. Such claim, if made after the bill becomes delinquent, shall not be effective in preventing discontinuance of service as provided in this ordinance. The consumer must pay such bill under protest although said payment shall not prejudice his claim.

(1) The city will make a special water meter reading at the request of the consumer for a fee of \$25.00 provided, however, that if such a special reading discloses that the meter was over-read, no charge will be made.

(2) Water meters will be tested at the request of the consumer upon payment to the city of the actual costs of making the test, provided, however, that if the meter is found to over-register beyond three percent of the correct volume, no charge will be made.

(3) The city is not responsible for personal injuries or property damage resulting from or relating water and sewer service. Adjustments to service bills due to broken water lines and similar problems may be made by the city manager in his discretion upon written request by the customer and after appropriate investigation. All such requests must be received by the city no later than 15 days from the date of the bill.

(4) If the seal of a meter is broken by someone other than the city's representatives or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from proper data. Such data shall consist of a calculated average of the last six months bills paid.

(5) The city will not give sewer adjustments for filling any type of pool, nor will they allow fire hydrants to be used for filling any type of pool--this is the sole responsibility of the consumer. (Ord. of 2-12-90(1); Ord. of 11-13-95(2), § V; Ord. of 6-24-96, § V; Ord. of 7-13-98, § V; Ord. of 6-12-00, § V; Ord. of 8-13-01, § V; Ord. of 4-25-05, § 2)